Missouri Department of Higher Education

Evaluation Summary

Committee on Transfer and Articulation
Transfer Conference
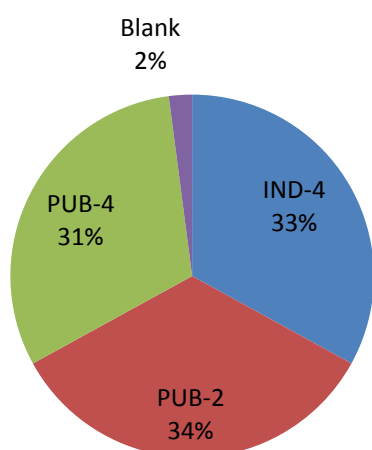
January 30, 2009

Released March 2009

2009

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[*] For full breakout session materials, visit the DHE website at http://www.dhe.mo.gov/transferconf_info09.shtml.
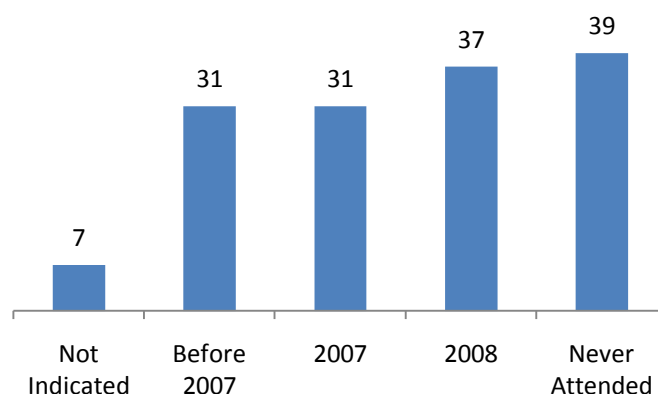
DEMOGRAPHIC SUMMARY

There was excellent participation in a tight budget year, and the best evaluation response rate since the conference was revitalized in 2007. Participation was well balanced across sectors, job functions, and in previous attendance. A copy of the blank evaluation form is available in Appendix A.

Total number of attendees	**156**
Total number of evaluations	**100**
Response Rate	**64%**

Sector Representation

Blank 2%
IND-4 33%
PUB-4 31%
PUB-2 34%

Previous Attendance (n>100%)

Not Indicated	Before 2007	2007	2008	Never Attended
7	31	31	37	39

Position Areas Represented (n>100%)

Academic Affairs	51
Student Affairs	26
Other Administrative Unit	18
Faculty	11
Unknown	4
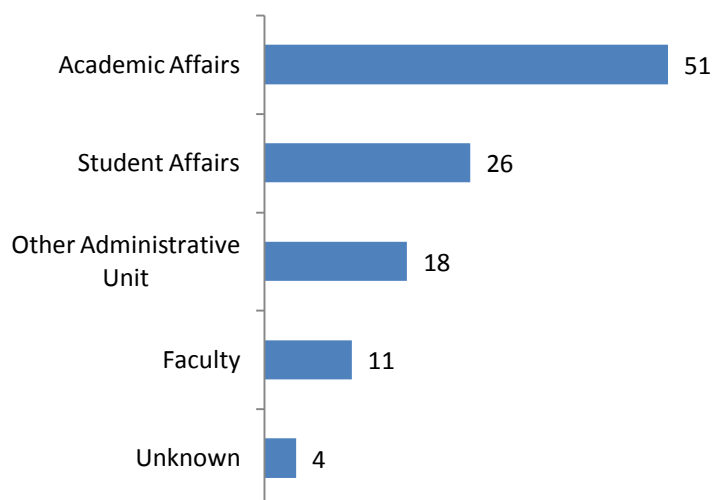
Top Five Units/Departments Indicated

Registrar	16
Transfer Services or Advising	13
Admissions	7
Academic Advising	4
Dual Credit; Enrollment Management; Institutional Research (3-way tie)	3

QUANTATIVE CONFERENCE FEEDBACK SUMMARY

Overall Conference Feedback, 2007-2009

The overall conference feedback demonstrates a significant improvement in effectiveness over last year's transfer conference, and represents the highest evaluative scores over the past three years.

Evaluation Questions Mean response, scale 1-10	2009 n=100	2008 n=69	2007 n=90
Today's conference was helpful for increasing my understanding of transfer issues and practices	**8.3**	5.6	7.5
The presentations and discussions addressed important issues surrounding transfer	**8.4**	5.9	7.9
Overall, I am satisfied with today's conference	**8.5**	5.4	7.7
I would recommend this conference to other transfer professionals	**8.5**	5.7	8.1
I am interested in participating in future conferences or events about transfer student issues	**8.6**	6.4	8.6

Breakout Session Feedback

Feedback across the breakout sessions was consistently high, with respondents' attendance slightly favoring Tracks I & II (State Updates and Best Practices, respectively), over Track III, Transfer and Articulation Research. For a list of breakout sessions, see Appendix A; for complete breakout session feedback, please see the individual session evaluation summaries in Appendix B.

Breakout Session Evaluation Questions Mean response, scale 1-10	MORNING I SESSIONS			MORNING II SESSIONS			AFTERNOON SESSIONS		
	Track I: Coordinated Plan n=38	Track II: Joint Admission n=38	Track III: Minding the Gap n=18	Track I: CAI n=33	Track II: Transfer Students n=38	Track III: Don't Wait for Students… n=24	Track I: Dual Credit n=33	Track II: Proprietary Transfer n=30	Track III: Feedback to Transfer n=28
This conference session was helpful for increasing my understanding of a specific transfer issue or practice	7.5	8.4	8.1	8.2	7.5	8.5	7.8	8.6	6.9
This topic is relevant to my transfer practice	7.8	8.2	7.9	8.4	8.1	8.6	8.4	8.3	7.2
The presenter was knowledgeable about the topic presented	8.9	9.0	9.2	8.9	8.1	9.4	8.6	9.1	8.5
Overall, I am satisfied with this session	8.1	8.8	8.6	8.7	8.0	8.8	8.3	8.8	6.8

WRITTEN CONFERENCE FEEDBACK SUMMARY

The general tone and attitude of respondents at this year's conference was quite positive. Many were very pleased with the efforts for improvement over past years' conferences, and most suggestions for improvement were intended in a constructive manner. Written feedback was based on three question prompts; responses are summarized below. Themes appearing more than once are indicated by bold font. Full text of the written comments can be found in Appendix C.

Question 1: "What aspects of today's conference did you find most helpful?"

Liked/enjoyed/found helpful:	# of times appearing
a. **Opportunity to discuss transfer issues and problems with other attendees**	**16**
b. **Open microphone format at lunch; opportunity to hear common issues and bring to COTA's attention**	**14**
c. **Breakout session format; much improved over last year's format**	**11**
d. **Hearing and staying informed about state updates on policy issues (IFC/CAI/LAMP/Dual Credit)**	**10**
e. **Opportunity to learn about best practices at other institutions through sessions**	**8**
f. **Networking with colleagues at across sectors and the state**	**6**
g. **Focusing on proprietary credit issues**	**5**
h. **Having policy discussions underlying transfer issues**	**2**
i. DHE staff knowledgeable and helpful	1
j. Liked various topics: -statistics -transfer credit -transfer issue resources	1 each

Question 2: "What suggestions do you have to improve future conferences?"

Suggestions for improvements fell into three categories. Items appearing more than once are indicated by bold font and the number of times they were suggested in parentheses. Suggestions related to specific topics are included in the next section on future transfer issues.

Conference Structure and Procedures

a) **Include short descriptions of sessions to aid in understanding topic; sometimes it was hard to discern content from title (10)**

b) **Send out more pre-conference information, e.g., registration receipt, agenda, session descriptions, links, and resources (4)**

c) **Distribute a contact list of conference attendees (4)**

d) **Make the conference longer/include more sessions (3)**

e) **Make open microphone session shorter or eliminate (3)**

f) **Provide guidelines for presenters on best practices for presentations in large rooms, e.g., font size, backgrounds (3)**

g) **Repeat sessions from this year (2)**
h) Color nametags to better identify attendees by job function for networking
i) Expand marketing sweep for attendees
j) Roundtables on numerous topics in one session
k) Fridays are a difficult day to leave campus
l) Have open seating at lunch
m) "Hot topics" session
n) Follow up sessions on this year's presenters

Attendee Interactions
a) **Have more solution-focused sessions, i.e., don't just present, engage (5)**
b) **Provide opportunities to break up by sector or job function, e.g., lunch tables, discussion during sessions, separate tracks for sectors (4)**
c) **Focus more on working sessions where brainstorming and collaborative thinking take place (4)**
d) **Provide more opportunities for discussion throughout day (3)**

Facilities Issues
a) **Better climate/noise control at facilities (6)**
b) Lunch could be better
c) Provide soda with lunch

Question 3: "What are transfer issues on the horizon that could be effectively addressed at a future conference?"

Topics appearing more than once are indicated in bold and the number of times mentioned in parentheses.

a) **Best practices with articulation agreements and how to keep them current (8)**
b) **Electronic sharing of transcripts and records (EDI/XML), both from HS to college and college to college (5)**
c) **Dual credit as a transfer issue (4)**
d) **Transfer and transcript notation of 42-hour block of general education credit (3)**
e) **CAI/LAMP (3)**
f) **More on current data and research (3)**
g) **Transfer and international students (2)**
h) **Transfer of military credit (2)**
i) **National trends and initiatives on transfer and articulation (2)**
j) **Best way to reach out to transfer students, both before and after transition (2)**
k) **Proprietary issues (2)**
l) **Financial aid and transfer (2)**
m) Encouraging rigorous coursework in 2-yr originating transfer students
n) Stop out students
o) International Baccalaureate credit
p) Encourage dual credit course taking in A+ students
q) Perkins issues
r) Legislative updates
s) AAT Evaluation
t) Assessment

u) Economy impact on transfer and transfer services
v) Parents in the transfer process
w) Alternative delivery and transfer
x) Transfer of technology degrees
y) First year courses and transferability
z) Track on recruitment issues
aa) First-time attendee track
bb) Electronic advising

LUNCH OPEN MICROPHONE SESSION SUMMARY

The open microphone session was highly regarded by conference attendees; they appreciated the opportunity to learn about shared transfer issues, get answers to transfer questions, and the ability to bring pressing transfer issues to COTA's attention. While all questions intersect with COTA's mission and are open for consideration, questions in bold were specifically directed to COTA for consideration as policy issues or action items.

a) Where does tech prep come from, and how should it be transcripted?

b) **Are there any initiatives to move the state toward e-transcripts? How are they handled now? Should DHE/COTA look into e-equivalency management tools or degree audits?**

c) Should social/emotional intelligence be a cross-disciplinary competency?

d) What are the state's current policies on major field tests? What is the future role / discussion of assessment at the state level?

e) Plug for Missouri Consortium of Dual Credit providers – commitment to release the dual credit report in April?

f) How do CAI exit competencies mesh w/ the 42-hour block?

g) How is / should "non-accredited" (non-regionally accredited?) credit be handled in transfer once it has been accepted by the sending institution? (Lots more discussion of the 42-hour block, transfer short of AA completion, etc.) (Also discussed, the cherry picking transferring credits from an AA or 42 hour block transcript by the receiving institution.)

h) How should general education be accounted for in AAT completers (It is of course an AA)?

i) How can proprietary credit apply to post-baccalaureate certifications / awards?

j) Statewide credit transfer web-site at DHE. Similar to program inventory, but to allow students to enter in courses taken at current/past institutions and how they will be received from a prospective institution.

k) **What is the likelihood and possibility of implementation of a statewide transcript acknowledgement for the 42 hour block? (Some schools already have a section on the transcript that certifies and denotes the status of 42-hour block: OTC, MSU, etc…)**

l) How should the transfer of degrees/credits for international students be handled as it pertains to the 42 hour block?

RECOMMENDATIONS

Recommendations for Conference Improvement

Based on the evaluative feedback outlined in this report, combined with verbal feedback from conference participants, COTA AC members, and DHE staff, recommendations for improvement of the 2010 COTA Transfer Conference are as follows:

1. **Include a basic data sheet outlining transfer in Missouri:** As a conference on transfer issues, attendees should have some sense of the scope and magnitude of transfer in the state.
2. **Expand marketing of the conference to other transfer stakeholder groups:** In particular, there is interest in reaching out more to the proprietary sector and to students; other suggestions include other position areas at institutions (e.g. recruitment) or K-12 administrators.
3. **Continue and expand upon this year's conference improvements:** Attendees recommended to keep, and expand upon these areas:
   a. discussion opportunities throughout the day,
   b. the open microphone session,
   c. the breakout session format (in particular, add more sessions), and
   d. the opportunity to engage and learn from other institutions and professionals.
4. **Improve some of the conference procedures and materials:** this includes:
   a. a short description of the tracks and sessions to inform participants;
   b. a contact list of attendees to facilitate networking;
   c. pre-conference materials emailed to registrants (e.g., registration receipt, agenda, pre-reading resources);
   d. Provide speakers guidelines on PowerPoint "best practices" to improve presentations (and prioritize proposals that utilize different presentation modalities)
   e. Create checklist for conference facilitators on responsibilities/FAQs (e.g., reminder to do room counts, what nametag notations mean)
5. **Emphasize topics of participant interest for the next "call for proposals":** a full list of topics is outlined above, but particular topics for emphasis include:
   a. Best practices with articulation agreements
   b. Electronic transcript sharing through EDI/XML
   c. Updates on state policies and initiatives
   d. Proprietary credit transfer
   e. Transfer and notation of 42-hour general education block

Recommendations for COTA Policy Consideration

Based on the level of conference feedback and interest, the following areas are specifically recommended for policy consideration by COTA. It should be noted that there were a number of other policy issues arising out of both the written feedback and the open microphone session; COTA members are encouraged to review these comments for other possible areas for policy consideration.

1. **Collaborate with institutions statewide toward the notation of the 42-hour block of general education credit on student transcripts:** this was a hot topic of conversation at the open microphone session, and attendees felt

notation of this block on transcripts could significantly smooth transfer for students and promote the completion of the articulated block for those considering transfer

2. **Consider ways for COTA and MDHE to promote more widespread adoption and sharing of electronic transcripts across institutions through EDI/XML file sharing protocol:** no matter the vendor used by the institutions, there is potential for institutions to share transcripts electronically though EDI/XML protocol. An accompanying issue is how to better promote sharing from high schools to colleges, given different vendor usage.

3. **Consider the issue of outside accreditation for dual credit programs; its alignment with current CBHE policy on dual credit; and its appropriateness as a COTA issue for consideration:** there were strongly opposing opinions as to the fit and need to consider National Association of Concurrent Enrollment Partners (NACEP) accreditation as a possible state-level solution to ensure dual credit standards. It is recommended that COTA consider putting out a position paper on this issue.

4. **Consider the role and appropriate actions that may be taken by COTA regarding promotion of appropriate acceptance of proprietary credit transfer:** this is an area of both interest and misinformation for COTA's consideration. How can we facilitate the appropriate transfer of credit (e.g. provide resources) and combat lingering misconceptions (e.g. belief that proprietary credit is non-transferable)?

Evaluation and Feedback Form

Help us make future conferences even better!

Thank you so much for your attendance and participation in the 2009 COTA Transfer Conference. Your feedback is an essential tool that we use to improve future conferences and better serve Missouri transfer professionals. Please take a few moments to tell us what we did well and how we can improve!

Demographic Information

Institutional Sector (circle one):	Proprietary	Public 2-year	Independent 2-year	Public 4-year	Independent 4-year
Position Area (circle all that apply):	Faculty	Administration: Student Affairs Academic Affairs		Unit/Department: (e.g. Transfer Svcs.) _____	Other: _____
Previous COTA Conference Attendance (circle all that apply):	Never Attended	Attended before 2007		Attended 2007 conference	Attended 2008 conference

Overall Conference Evaluation

(Individual session evaluation on reverse)

Please rate how much you agree or disagree with each statement.	Strongly Disagree		Disagree		Some-what Disagree	Some-what Agree		Agree		Strongly Agree
Today's conference was helpful for increasing my understanding of transfer issues and practices	1	2	3	4	5	6	7	8	9	10
The presentations and discussions addressed important issues surrounding transfer	1	2	3	4	5	6	7	8	9	10
Overall, I am satisfied with today's conference	1	2	3	4	5	6	7	8	9	10
I would recommend this conference to other transfer professionals	1	2	3	4	5	6	7	8	9	10
I am interested in participating in future conferences or events about transfer student issues	1	2	3	4	5	6	7	8	9	10

What aspects of today's conference did you find most helpful?

What suggestions do you have to improve future conferences?

What are transfer issues on the horizon that could be effectively addressed at a future conference?

Individual Session Evaluations

Session Number: _____   **Title or Topic: _____**

Please rate how much you agree or disagree with each statement.	*Strongly Disagree*		*Disagree*	*Some-what Disagree*	*Some-what Agree*		*Agree*		*Strongly Agree*
This conference session was helpful for increasing my understanding of a specific transfer issue or practice	1	2	3	4	5	6	7	8	9	10
This topic is relevant to my transfer practice	1	2	3	4	5	6	7	8	9	10
The presenter was knowledgeable about the topic presented	1	2	3	4	5	6	7	8	9	10
Overall, I am satisfied with this session	1	2	3	4	5	6	7	8	9	10

Other comments or feedback regarding this session:

Session Number: _____   Title or Topic: _____

Please rate how much you agree or disagree with each statement.	*Strongly Disagree*		*Disagree*	*Some-what Disagree*	*Some-what Agree*		*Agree*		*Strongly Agree*
This conference session was helpful for increasing my understanding of a specific transfer issue or practice	1	2	3	4	5	6	7	8	9	10
This topic is relevant to my transfer practice	1	2	3	4	5	6	7	8	9	10
The presenter was knowledgeable about the topic presented	1	2	3	4	5	6	7	8	9	10
Overall, I am satisfied with this session	1	2	3	4	5	6	7	8	9	10

Other comments or feedback regarding this session:

Session Number: _____   Title or Topic: _____

Please rate how much you agree or disagree with each statement.	*Strongly Disagree*		*Disagree*	*Some-what Disagree*	*Some-what Agree*		*Agree*		*Strongly Agree*
This conference session was helpful for increasing my understanding of a specific transfer issue or practice	1	2	3	4	5	6	7	8	9	10
This topic is relevant to my transfer practice	1	2	3	4	5	6	7	8	9	10
The presenter was knowledgeable about the topic presented	1	2	3	4	5	6	7	8	9	10
Overall, I am satisfied with this session	1	2	3	4	5	6	7	8	9	10

Other comments or feedback regarding this session:

COTA Transfer Conference 2009

January 30, 2009

9:00 - 9:15 **Welcome and Housekeeping for the Day**   Robert Stein
                                                                    Rita Gulstad

9:15 - 9:30 **LAMP Update**   Hillary Fuhrman
                                                                    Angelette Prichett

9:30 - 10:30 Breakout Session One
    Track I – **Coordinated Plan**   Brian Crouse
        Missouri Department of Higher Education

    Track II – **Joint Admission: Great Start- Great Future**   Leslie A. Chandler
        Northwest Missouri State University   Bev Schenkel
        North Central Missouri College   Kristen Alley

    Track III – **Minding the Gap - Custom Made Seminar**   Linda Webster
        Westminster College   Carolyn Perry

10:30 - 10:50 Break

10:50 - 11:50 Breakout Session Two
    Track I – **Curriculum Alignment Initiative - In Depth**   Hillary Fuhrman
        Missouri Department of Higher Education   Angelette Prichett

    Track II – **Transfer Students: Expectations, Experiences,**   Debbie Schatz
        and Implications   April Hoekenga
        Missouri University of Science and Technology
        St. Charles Community College

    Track III – **Don't Wait for Students to Ask…**   John Cosgrove
      St. Louis Community College   Larry McDoniel
        University of Missouri – St. Louis   Melissa Hattman

12:00 - 1:30 **Lunch and Open Mic Format**
        Evaluation Reminder – Discussion of Topics for Fall 09
        Feedback from AM Sessions – Transfer Issues

1:40 - 2:40 Breakout Session Three
    Track I – **Dual Credit**   Angelette Prichett
        Missouri Department of Higher Education   B.J. White

    Track II – **Best Practices for Proprietary Credit Transfer**   Melissa Hattman
        University of Missouri – St. Louis   Yvette Sweeney
        St. Charles Community College

    Track III – **Feedback to Transfer – Originating Institutions**   Larry Westermeyer
        University of Missouri – St. Louis   Carol Sholy

2:45 - 3:15 **Closing Remarks**   Rita Gulstad
        Drawing for Attendance prizes

www.dhe.mo.gov/cotaintro.shtml   www.dhe.mo.gov/cotaadvisorycouncil.sht